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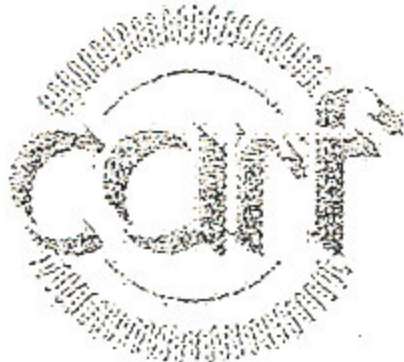
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February 1, 2001

George Turner
6025 Martway, Suite 104
Mission, KS 66202

Dear George:

I want to commend you on the outstanding job you did facilitating the Team Building Consultation for CGS.

Effective teamwork is a necessary component for providing quality services to individuals with developmental disabilities. Over the past four years I have utilized two separate consulting firms in an attempt to achieve an effective teamwork foundation and format for our agency. The information we received from your process exceeded the other methods we tried. You gave us feedback that was useful and timely. George, you have the ability to put the staff at ease and are able to develop a level of trust and commitment from staff. Therefore, we addressed the underlying problematic issues that are roadblocks to effective teamwork and developed solutions to address these issues and timelines for implementation.

One of the most rewarding testimonials to the success of the process is staff's request for additional training by your firm. You held their attention and challenged their thought process. Staff that has difficulty staying focused was engaged in your process of presentation.

A month has past since you completed the training and staff is still energized and use some of the catchy phrases like, "*We don't want to be just a good team, we want to be an Olympic team*". But, like you told me, it is up us to maintain the commitment level.

To that, I want to request additional "booster" training on a monthly basis and in six months, a repeat session to measure the true effects of the training. Please call me so we can discuss some possibilities and the cost associated with my request.

Sincerely,

Sharon Higney
Executive Director